

News/Anniversaries

Sales report

K mart Corporation reported sales of \$917,908,000 for the four week period ending February 24, 1982, compared to \$819,543,000 for the same period last year, an increase of 12.0%.

As of February 24, 1982 there were 2,374 stores compared to 2,242 stores on February 25, 1981.

APRIL STORE OPENINGS 1982

Region Location	Opening Date
M 7491-Milwaukee, WI	April 1
S 3573-Fort Myers, FL	April 22
S 7471-New Smyrna Beach, FL	April 1
W 7371-Apache Junction, AZ	April 1
W 7414-Calexico, CA	April 29
W 9261-Glenwood Springs, CO	April 21
W 9759-Durango, CO	April 28

Anniversaries



Catherine E. Doerfler
K mart 202
Appleton, WI.
40 Years



Phillip J. Gallivan
CRO
Plymouth, MI.
35 Years



John J. Haller
KIH
Troy, MI.
35 Years



James A. McTwigan
KIH
Troy, MI.
35 Years



George B. Bengston, Jr.
K mart 4282
Industry, CA.
30 Years



Bertha M. Harris
K mart 3322
Olathe, KS.
30 Years



Velma L. Scudder
K mart 9011
Washington, IN.
25 Years



Ruby E. Beargson
K mart 163
Sioux City, IA.
25 Years



Frances J. Nalewajka
K mart 7244
Centralia, IL.
25 Years



Frances G. Dutton
K mart 7026
Vincennes, IN.
25 Years



James C. Ritchey
K mart 4352
Livonia, MI.
25 Years



Obie R. Mayes
K mart 3379
Dryden Plains, MI.
25 Years



Jessie M. Clark
KIH
Troy, MI.
25 Years

40 years

Robert C. McGill, FWDC, Fort Wayne, IN.

35 years

Charles D. Bierwiler, ERO, East Brunswick, NJ.
Earl R. Lafferty, K mart 4326, Sterling Hgts, MI.
Helen Moterny, K mart 39, Hyattsville, MD.
Gordon W. VanderMolen, CRO, Plymouth, MI.

30 years

Naomi F. Beagle, K mart 3029, Fort Mitchell, KY.
Erma R. House, MRO, Hoffman Estates, IL.
Florence M. Stevens, Jupiter 4607, Rome, NY.

25 years

Betty L. Cunningham, FWDC, Fort Wayne, IN.
Wilma L. Warren, K mart 350, Dearborn, MI.
Cora L. Bottom, K mart 1, Detroit, MI.
Mildred E. Bowling, K mart 7103, Bluefield, WV.
Doris E. Schwegart, K mart 4130, Omaha, NE.
Lillian D. Solomon, K mart 3047, Scranton, PA.
Agnes Gordon, K mart 685, Lincoln Park, MI.
Valena F. Schugars, K mart 4428, Muskegon, MI.
Mary L. Wingate, K mart 4301, Lima, OH.
William E. Angel, FWDC, Fort Wayne, IN.
Ruth A. Fowler, K mart 4166, Toledo, OH.

Employee efforts commended

K mart 3017, El Toro, CA — R.D. Hall

We want to express our appreciation for the wonderful courtesy and service extended to us on our recent visit to your store by Dorothy Fayle of your advertising department.

Unfortunately we got into the Dollar-Day crush last Thursday: although we were early there were no buggies available and we found ourselves with an armful of merchandise and no place to put it. We are both in our seventies and not decrepit in any way but as we stood there, wondering what to do next, Dorothy came up and asked if she could help us. As a result she got us a buggy and helped us find other items we needed.

Shopping in your store had turned into a very pleasant experience. This kind of "extra mile" in giving extra service that Dorothy extended to us makes us feel very warm toward your store. And it is this kind of treatment that makes people want to return many times to a store.

You run an excellent store and are to be commended for having the caliber of employees you do.

K mart 7118, Boynton Beach, FL — F.A. Crespo

Besides being a busy physician in the locality, I also own property. It is my pleasure to do a great deal of business with K mart.

I think your store promotes excellence, and I should like to call your attention to one of your employees at the Boynton Beach store in Sunshine Square. I refer to employee No. 30, Olga Garcia, appliance manager. She has been most helpful in numerous purchases.

I felt that her efforts were meritorious of this letter.

K mart 9275, Allegany, NY — J.P. Glasko

Too often, consumers manage to "talk" to companies only when they are unhappy. For a change, I thought you would like to hear about a performance by your employees that have left me very happy with your firm.

In mid-June, I purchased a set of barbells at a K mart in Williamsville, New York, about 75 miles from my home. Shortly after I got them home, I discovered the plastic covering on

one was cracked, and decided to take them back for a refund.

I had some misgivings about whether our local K mart, in Allegany, New York, could handle a return for another store. And I had more misgivings when I discovered the only sales receipt I had was a Mastercard slip which listed only a few of my purchases — and did not list the barbells.

However, I decided to take the barbells to the Allegany store and see if they could do anything. What they did left me dumbfounded. Despite my lack of a sales slip, they offered to give me a full cash refund if they could find a listing of the exact price (which I could not remember). No more than 20 minutes later, I left the store, with a full credit on my Mastercard bill for the barbells.

Throughout the transaction, I was treated with great courtesy. I have since told some people about the incident, and am sure I will tell others. I am also sure I will return to that K mart many times in the future.

K mart 4475, Gadsden, AL — G.N. Richard

I bought a Murry lawn mower at your K mart store in Gadsden, for \$788. This mower was very unsatisfactory so I returned it for a refund. I was looking for a rough and unfriendly time but instead I was greeted kindly by Mrs. Bonnie Snyder at the service desk, and Mr. Harold Stone, resident assistant manager.

Treatment like this makes K mart by its store.

KLINER

NEWS FOR AND ABOUT
K MART CORPORATION EMPLOYEES

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